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Troubleshooting IntelaTrac Session 1

By
Brad Jones
Kevin Michael

Mobile App: Please take a moment…

Check into Session by:

- Select Detailed Schedule
- Select the specific session
- Click on “Check in”

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- Scroll Down to “Survey” and Provide Feedback

Troubleshooting IntelaTrac

Agenda

- ArchestrA Logger
  - Reading Error Messages
  - Log Flags
  - Filtering
  - Remote Connecting
  - Exporting Log Files
- IntelaTrac Management Center
  - Common Issues and Solutions
- Mobile IntelaTrac
  - Logging
  - Transfer Errors
  - Peripheral Troubleshooting
  - Common Solutions

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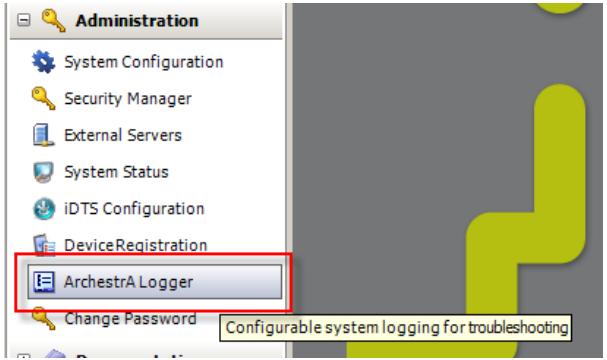
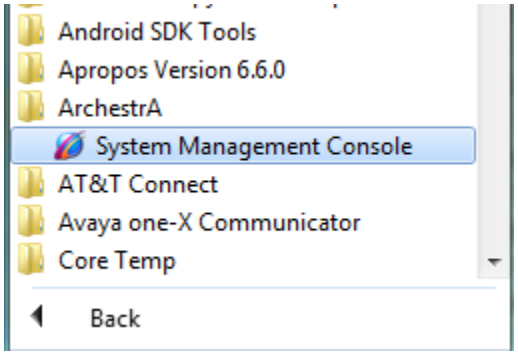
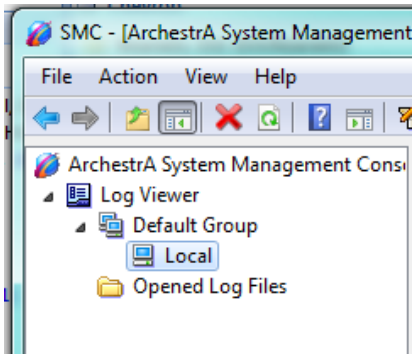
ArchestrA Logger

1



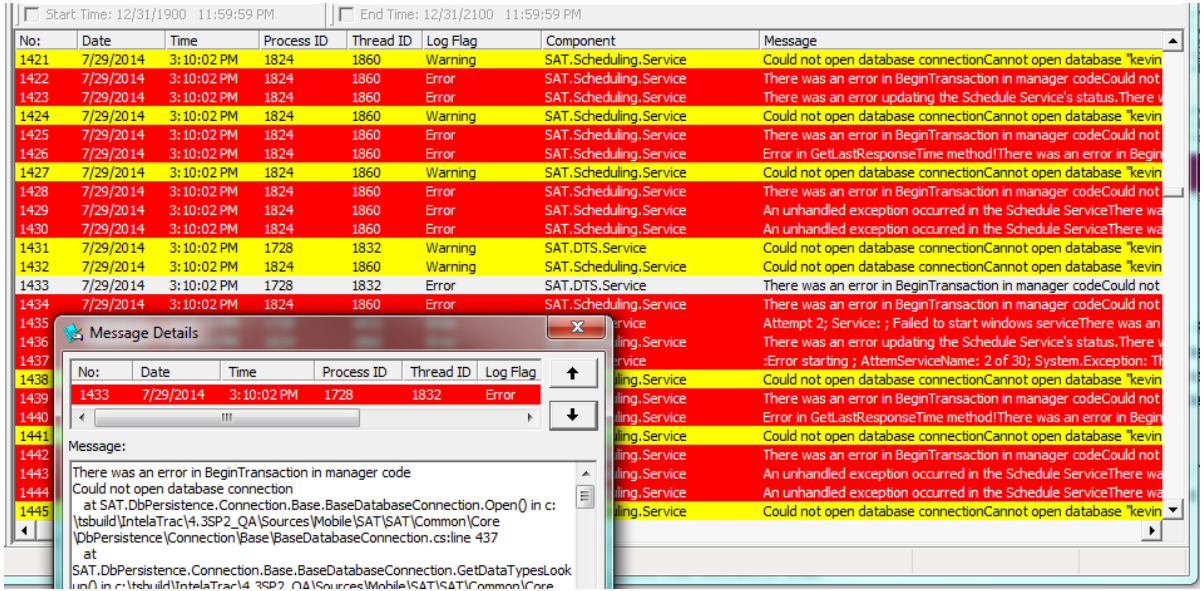
2





ArchestrA Logger

Viewing Error Messages


Start Time: 12/31/1900 11:59:59 PM
End Time: 12/31/2100 11:59:59 PM
No: Date Time Process ID Thread ID Log Flag Component Message
1421 7/29/2014 3:10:02 PM 1824 1860 Warning SAT.Scheduling.Service Could not open database connectionCannot open database "kevin
1422 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service There was an error in BeginTransaction in manager codeCould not
1423 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service There was an error updating the Schedule Service's status.There
1424 7/29/2014 3:10:02 PM 1824 1860 Warning SAT.Scheduling.Service Could not open database connectionCannot open database "kevin
1425 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service There was an error in BeginTransaction in manager codeCould not
1426 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service Error in GetLastResponseTime method!There was an error in Begin
1427 7/29/2014 3:10:02 PM 1824 1860 Warning SAT.Scheduling.Service Could not open database connectionCannot open database "kevin
1428 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service There was an error in BeginTransaction in manager codeCould not
1429 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service An unhandled exception occurred in the Schedule ServiceThere wa
1430 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service An unhandled exception occurred in the Schedule ServiceThere wa
1431 7/29/2014 3:10:02 PM 1728 1832 Warning SAT.DTS.Service Could not open database connectionCannot open database "kevin
1432 7/29/2014 3:10:02 PM 1824 1860 Warning SAT.Scheduling.Service Could not open database connectionCannot open database "kevin
1433 7/29/2014 3:10:02 PM 1728 1832 Error SAT.DTS.Service There was an error in BeginTransaction in manager codeCould not
1434 7/29/2014 3:10:02 PM 1824 1860 Error SAT.Scheduling.Service There was an error in BeginTransaction in manager codeCould not
1435
1436
1437
1438
1439
1440
1441
1442
1443
1444
1445
Message Details
No: Date Time Process ID Thread ID Log Flag
1433 7/29/2014 3:10:02 PM 1728 1832 Error
Message:
There was an error in BeginTransaction in manager code
Could not open database connection
at SAT.DbPersistence.Connection.Base.BaseDatabaseConnection.Open() in c:
\tsbuild\IntelaTrac\4.3SP2_QA\Sources\Mobile\SAT\SAT\Common\Core
\DbPersistence\Connection\Base\BaseDatabaseConnection.cs:line 437
at
SAT.DbPersistence.Connection.Base.BaseDatabaseConnection.GetDataTypesLook

*Key part of error message in first few sentences of the details.

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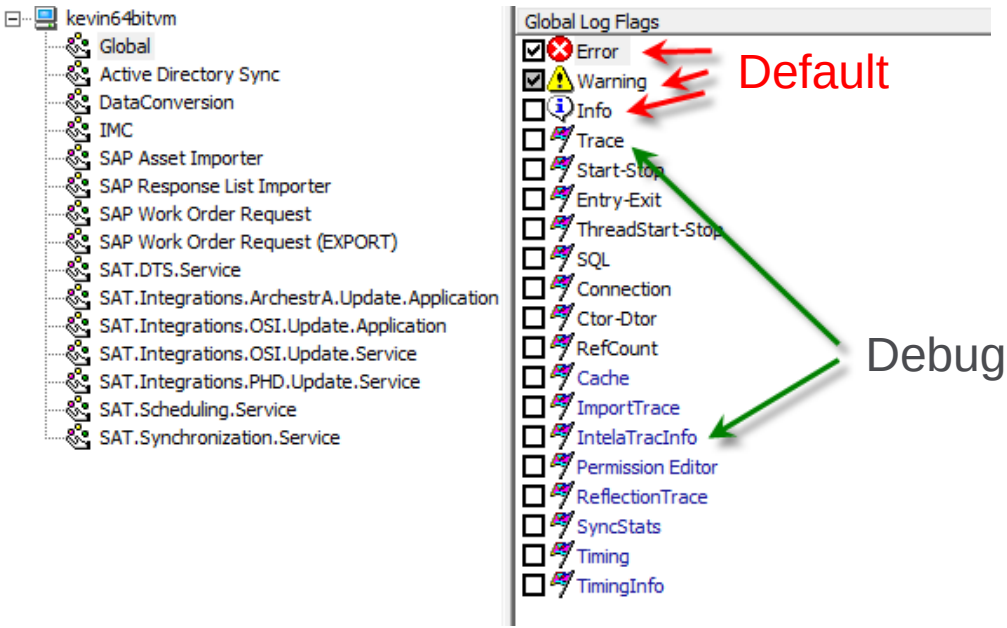
ArchestrA Logger

Menu:
Action – Log Flags

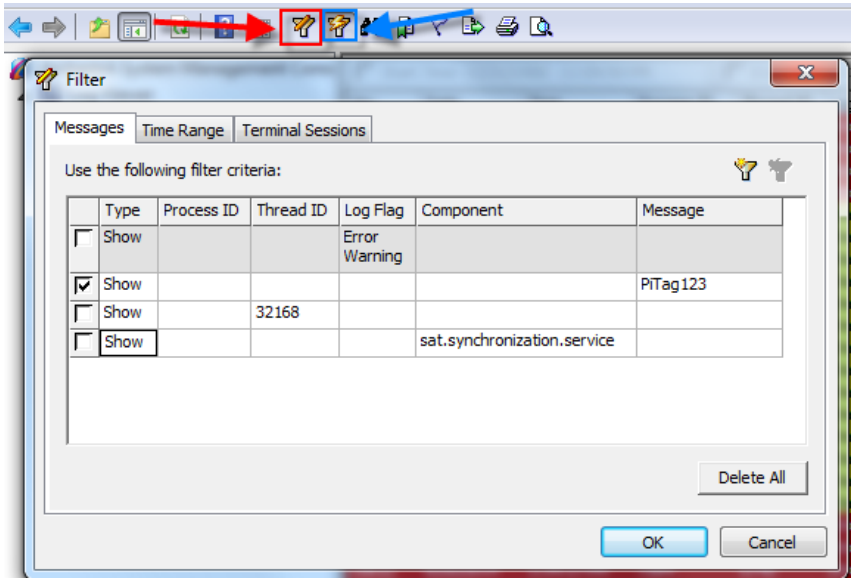
Debug logging for most detail.



Archestra Logger

- Filtering

Launch Filter menu



Toggle on/off Filters

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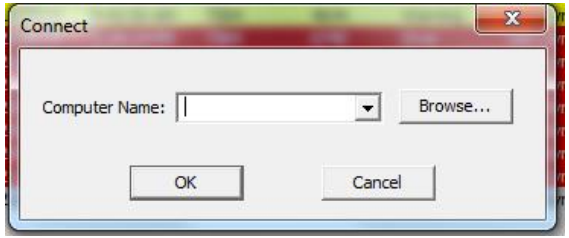
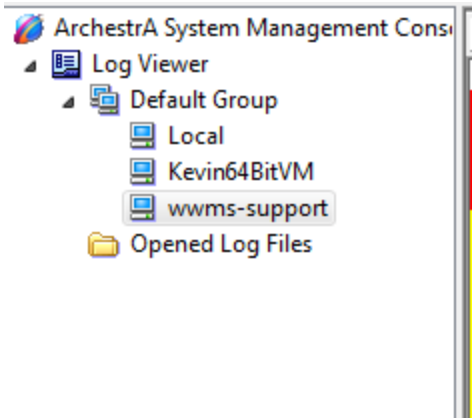
Archestra Logger

Remote Logger Viewing

Menu:
Action – Connect - Remote



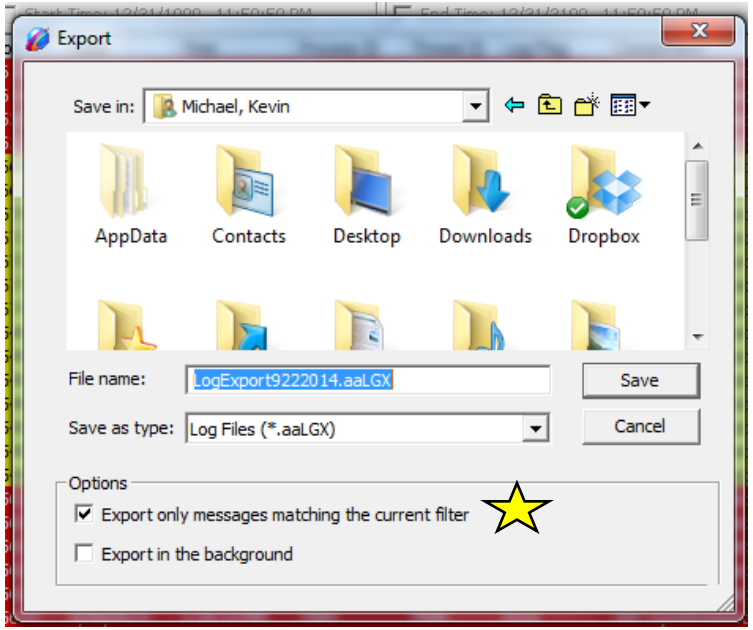


Tree for quick browsing of remote logger systems

Archestra Logger

- Exporting Messages

Menu:
Action – Messages - Export



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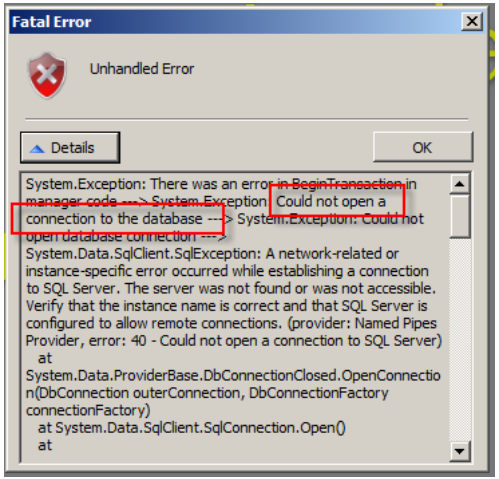
IntelaTrac Management Center

- Database Connection Errors


Fatal Error
Unhandled Error
Details
OK
System.Exception: There was an error in BeginTransaction in manager code ---> System.Exception: Could not open a connection to the database ---> System.Exception: Could not open database connection ---> System.Data.SqlClient.SqlException: A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server)
at System.Data.ProviderBase.DbConnectionClosed.OpenConnection(DbConnection outerConnection, DbConnectionFactory connectionFactory)
at System.Data.SqlClient.SqlConnection.Open()
at

Sat.Config file Database connection section:

```
<DatabaseServers>
  <Server>
    <Name>DBServer</Name>
    <HostName>DBServer</HostName>
    <DatabaseName>Database</DatabaseName>
    <HostType>SQL</HostType>
    <EncryptedData Type="http://www.w3.org/2001/04/xmlenc#Element" xmlns="http://www.w3.org/2001/04/xmlenc#">
      <EncryptionMethod Algorithm="http://www.w3.org/2001/04/xmlenc#aes256-cbc" />
      <CipherData>
        <CipherValue>JtuAi43e125FYsFD7BJZ6bHNii74EtGTMJHQ5R//oN44cgNbdDcFUBwJupq3BfmS</CipherValue>
      </CipherData>
    </EncryptedData>
    <EncryptedData Type="http://www.w3.org/2001/04/xmlenc#Element" xmlns="http://www.w3.org/2001/04/xmlenc#">
      <EncryptionMethod Algorithm="http://www.w3.org/2001/04/xmlenc#aes256-cbc" />
      <CipherData>
        <CipherValue>JtuAi43e125FYsFD7BJZ6fEMwOLDnLIvG1OdlzoLo2Oasjbna4K0z7Hpg+ilHiNP</CipherValue>
      </CipherData>
    </EncryptedData>
    <CommandTimeoutInSecs>300</CommandTimeoutInSecs>
    <CacheRefreshInSecs>30</CacheRefreshInSecs>
  </Server>
</DatabaseServers>
```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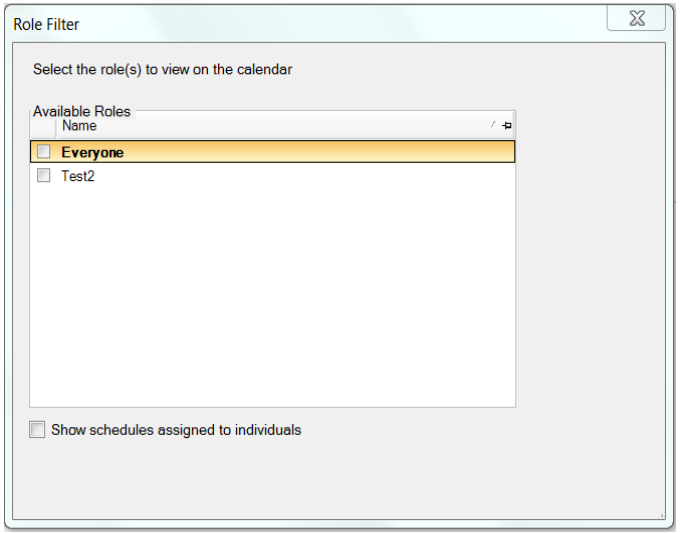
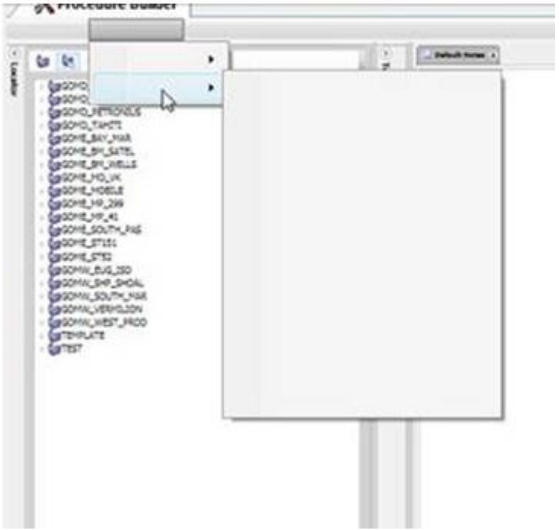
IntelaTrac Management Center

Some windows are missing the “OK” button to confirm selection as pictured below from the Role Filter in schedule manager and procedure builder





IntelaTrac Management Center

- Cause: The Windows DPI settings are too high
- Resolution: DPI should be set to 96 DPI. To change this:

To make the text on your screen larger or smaller

Open Screen Resolution by clicking the **Start** button , clicking **Control Panel**, and then, under **Appearance and Personalization**, clicking **Adjust screen resolution**.

Choose the following:

Smaller - 100% (default). This keeps text and other items at normal size.

Click **Apply**.

To see the change, close all of your programs and then log off of Windows. This change will take effect the next time you log on

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IntelaTrac Management Center

Calculations will not validate, round data incorrectly formatted.

Symptoms: All calculations will not validate even though they previously were valid. Round data has decimal in incorrect place.

Cause: Regional settings – List separator and comma separator do not match database settings.

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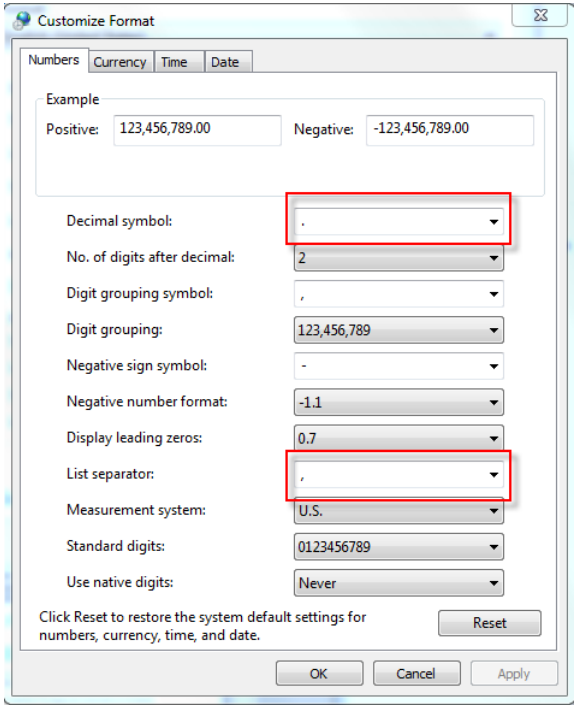
IntelaTrac Management Center

Resolution: Change list separator and decimal separator to match database

Open Region and Language by clicking the **Start** button , clicking **Control Panel**, clicking **Clock, Language, and Region**, and then clicking **Region and Language**.
Click the **Formats** tab, then click the **Additional Settings** button.



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IntelaTrac Management Center

- Other Common IntelaTrac Management Center(IMC) Errors
  - “Out of Memory Exception” – Older versions and 32 bit versions of IMC can get this error. Caused by too much data being loaded into memory. Assets are the largest contributor. Reduce amount of procedures and other modules open. Save procedure progress often. Close IMC when done, do not leave open.
  - Auditor Plus Filters are empty – config file is corrupted or one of the Auditor configs is missing. Use the “Reset to global defaults” option to clear most of these errors. Otherwise delete sat.auditor.config from user directory:

  Example. C:\Users*windowsuser*l\AppData\Roaming\SAT\Data

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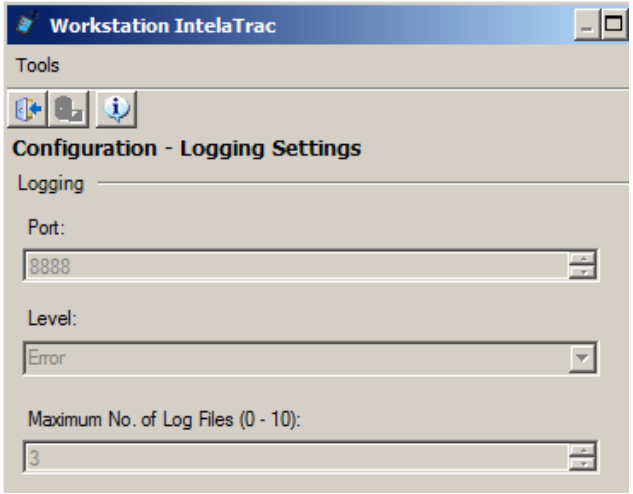
Mobile IntelaTrac

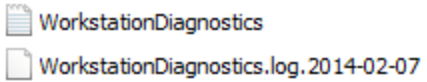
- Workstation

  C:\Program Files (x86)\Wonderware\IntelaTrac\Workstation\Log

- Mobile Device

  Device\Program Files\Wonderware\Mobile Intelatrac\Logs





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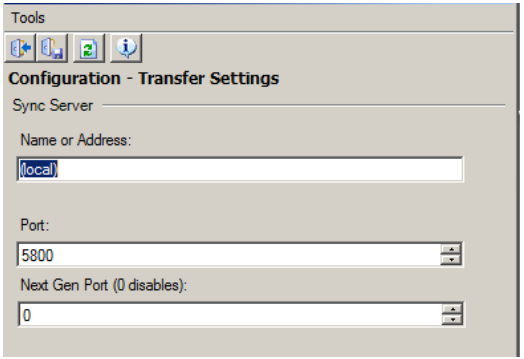
Mobile IntelaTrac

- Transfer Issues

  Mobile Sat.config:

  Transfer settings section




```
<XferSettingsSection>
  <ServerName>kevin64bitvm</ServerName>
  <ServerPort>5800</ServerPort>
  <UseDataFile>True</UseDataFile>
  <DataThresholdSize>200000</DataThresholdSize>
  <DynamicScopeContext>2</DynamicScopeContext>
  <InstanceContext>0</InstanceContext>
  <NextGenServerPort>0</NextGenServerPort>
  <DebugRepeats>1</DebugRepeats>
</XferSettingsSection>
<XferThresholdSection>
  <BatteryStatus>False</BatteryStatus>
  <BatteryWarnLevel>30</BatteryWarnLevel>
  <BatteryMinLevel>20</BatteryMinLevel>
  <NetworkStatus>False</NetworkStatus>
  <NetworkWarnLevel>50</NetworkWarnLevel>
  <NetworkMinLevel>30</NetworkMinLevel>
  <DynamicScopeContext>2</DynamicScopeContext>
  <InstanceContext>0</InstanceContext>
</XferThresholdSection>
```

For optimal transfer speeds:

Ensure that UseThreadRequestManager is set to "False."

Ensure that "UseDataFile" is set to "True."

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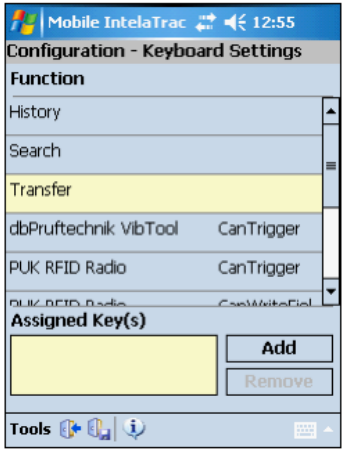
Mobile IntelaTrac

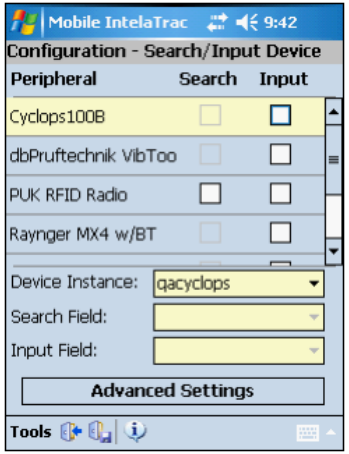
- Transfer Issues cont.
  - **Failed to resolve host name** – IntelaTrac cannot connect to sync server, either device has no connection or sync server is offline. In rare cases a DNS server error is cause and IP address can be used for sync server.
  - **Socket Exception. Verify the IntelaTrac Synchronization service is running** – sync service needs to be started on server. Some cases sync port is not the same.
  - **Sync Error, Download Failed to Complete** – can have many causes. Need to check both Mobile IntelaTrac logs and synchronization server logs. One will have causing error, other will say “connection closed by remote host”.

Mobile IntelaTrac

- Peripheral Troubleshooting
  - Do you have a trigger key set?
  - Is Peripheral configured in Search/Input Device Settings?
  - Is Bluetooth on?
  - Restart both Devices
  - Pair devices in Windows Mobile

  (Refer to your devices user manual for how to pair Bluetooth devices)





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Mobile IntelaTrac

Common Mobile IntelaTrac Fixes

- Warm Boot – Start with this to resolve most errors in Mobile IntelaTrac. Hold down power button until device reboots.
- Replace mobile database with blank database (Intelatrac.SDF)
- Remove battery, press soft button in back, replace battery – This should be the second option tried when attempting to clear errors.
- Clean boot and re-load IntelaTrac – Last resort when attempting to clear an error.

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Technical Support Information

- From the IntelaTrac System Installation Guide
  - Wonderware Technical Support offers a variety of support options to answer any questions on Wonderware products and their implementation
  - Before you contact Technical Support, refer to the relevant section(s) in the installation guide for a possible solution to the problem. You could also run the Database Integrity report from the IntelaTracUpgradeReport utility
  - If you need to contact technical support for help, have the following information ready:
    - The type and version of the operating system you are using.
    - Details of how to recreate the problem.
    - The exact wording of the error messages you saw.
    - Any relevant output listing from the Log Viewer or any other diagnostic applications.
    - Details of what you did to try to solve the problem(s) and your results.
    - If known, the Wonderware Technical Support case number assigned to your problem, if this is an ongoing problem.

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Merci • Gracias • Danke • Спасибо • 谢谢 • شكرا • Dziękuję • Paldies • Баярлалаа
Dhanybhad • Aguyje • Salamat • Mulţumesc • Murakoze Dankje • Obrigado • Aitäh
Vinaka • Grazie • 감사합니다 • Дзякую вам • Ďakujem Hvala • Tack • 多謝 • Дякую
Asante • Благодаря • ありがと • Ευχαριστώ • Köszönöm • X
вала • Takk • Merci • Gracias • Danke • Спасибо • 谢谢 • شكرا • Dziękuję • Paldies •
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